

# Quality report and dashboard – improving mental health for the whole population

The States of Jersey have published their first Quality Report to measure improvement in mental health.

- The comprehensive approach looks at the mental health of all islanders and includes recovery for people with more severe mental health problems.
- A broad cross section of stakeholders helped develop the indicators which now form a dashboard. This is updated on an ongoing basis to stimulate further improvement.

## What were they trying to address?

The States of Jersey asked us to develop a dashboard to help them assess progress delivering their mental health strategy. The strategy looked well beyond statutory mental health services and so we were tasked with developing holistic as well as service specific mental health key performance indicators. The dashboard we developed would then be used for ongoing reporting and be central to the States annual quality reporting process.

## What did we do to address this?

There were four stages to our work:

- Firstly we undertook an international review of how mental health indicators are used to judge national performance delivery. We gained excellent intelligence from countries such as Canada, USA, Australia and New Zealand. We compared this against our own practice in England.
- We decided on a co-production approach to the emerging indicator set. We held a series of multiple agency workshops : not just mental health providers and commissioners but also service users and carers alongside people from the voluntary sector, education, criminal justice and physical health sectors. We did this to ensure we accessed the broadest possible spectrum of views across all the States service areas.
- Over a four month period we then gradually refined the indicators and measures, fed back to stakeholders and made further refinements.
- A final set of indicators and measures was agreed and a first dashboard was published together with a mental health quality report.

## Deliverables

- We provided detailed 'on island' project support for the States of Jersey developing an innovative mental health dashboard to measure improvements in the mental health of islanders. This is now updated and published regularly to further stimulate improvement.
- We helped write their first Quality Report for Mental Health (2017). This was published with the full support of government ministers.

## Outcome

- The project was commended by government ministers and its output can be seen in the link below.
- <https://www.gov.je/Government/Pages/StatesReports.aspx?ReportID=2835>

Mental Health Strategies provides a range of bespoke consultancy services to mental health providers, CCGs and other agencies concerned with policy development and service transformation in the NHS. Through services like simulation modelling, service evaluation, pathway redesign and organisational development we help you deliver compassionate, high quality, efficient and effective mental health services.

